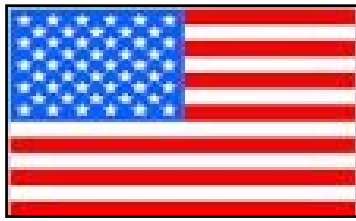


CALIFORNIA VETERANS BOARD

POLICY BOOK





CALIFORNIA VETERANS BOARD



BOARD POLICY

January 2006

CURRENT BOARD MEMBERS

George G. Sinopoli, Chairman

Leo P. Burke, Vice Chairman

Dr. Vernon Chong, Member

Col. James C. Crump (Ret), Member

William D. Jackson, Member

Randal J. Bressette, Member

POLICY STATEMENTS

Purpose

The Policy Book provides uniformity in the functions of the Board. It provides easy access to policies adopted by the Board to guide the Department of Veterans Affairs.

Contents

The contents of the Policy Book are approved by and published with the authority of the California Veterans Board. The Secretary, Undersecretary, Deputy Secretaries and Division Chiefs of the Department are asked to comply with the policies contained herein and to make its contents available to their staff.

Maintenance

The Executive Officer shall be responsible for the maintenance of the Policy Book. The California Veterans Board will generate requirements for supplements or revisions to the material contained in the book. The goal is to review the Policy Book ever two years and make revisions as necessary because of legislative or other changes.

Distribution

It shall be the responsibility of the Executive Officer to distribute supplements and revisions to the Secretary, Undersecretary, Deputy Secretaries and all division chiefs of the Department. Additional copies will be provided to the State of California Senate and Assembly Veterans Affairs Committees.

CALIFORNIA VETERANS BOARD

GENERAL POLICY

SECTION

A-1	General Policy Statement	Reviewed	12/03/04
A-2	Budgetary Matters	Revised	12/03/04
A-3	Board Meeting Publicity	Reviewed	12/03/04
A-4	Appeals to the Board	Revised	04/22/05
A-5	Report on Pending Litigation and Legislation	Revised	12/03/04
A-6	Board Meeting Agenda Items	Revised	12/03/04
A-7	Contracts by the Department	Revised	04/22/05
A-8	Board Travel	Reviewed	12/03/04
A-9	Committees	Revised	12/03/04
A-10	Unauthorized Public Comments by Board Members	Revised	12/03/04
A-11	Board Quorum and Voting Majority	Reviewed	12/03/04
A-12	Special Counsel to the Board	Revised	12/03/04

FARM AND HOME PURCHASES

SECTION

B-1	Interest Rates	Deleted	12/03/04
B-2	Property Substitution	Reviewed	12/03/04
B-3	Cal-Vet Loan Priorities	Deleted	12/03/04
B-4	Loan Refinancing for Wounded and Disabled Veterans	Deleted	12/03/04
B-5	Fire & Hazard Insurance/Guaranteed Replacement Cost	Deleted	04/22/04
B-6	Farm and Home Program Business Plan and Reports	Reviewed	12/03/04
B-7	Farm and Home Insurance Programs	Deleted	12/03/04
B-8	To Allow Interest Rate Changes to Cal-Vet loans	Deleted	04/22/05
B-9	Interest Rates (with attachments)	Revised	12/03/04
B-10	Unrestricted Funds	Adopted	02/25/05

VETERANS HOMES POLICY

SECTION

C-1	Financial Status	Deleted	12/03/04
C-2	Disqualifying Conditions	Reviewed	12/03/04
C-3	Substance Abuse Problems	Reviewed	12/03/04
C-4	Good Order and Discipline at Veterans Homes	Revised	12/03/04
C-5	Medical Staff on Duty	Reviewed	12/03/04
C-6	Morale, Welfare, and Recreation Funds	Revised	12/03/04
C-6.1	MWRF, Estates of Deceased Members – Cost Recovery	Adopted	08/08/05
C-7	Land Use	Reviewed	02/07/03
C-8	Burial Procedure	Reviewed	12/03/04
C-9	Perpetual Care and Maintenance of Memorial Cemetery at Yountville Veterans Home	Reviewed	12/03/04
C-10	Veterans' Spouses - Admission	Revised	09/24/04
	Resolution Nonveteran Spouse Residents	Adopted	12/15/95
C-11	Transfer Policy	Reviewed	12/03/04

VETERAN SERVICES POLICY

SECTION

D-1	Revocation of Specific Powers of Attorney	Reviewed	12/03/04
D-2	Services to be provided by the Veterans Services Division Not Covered by Law or Regulation	Reviewed	12/03/04

RESOLUTIONS POLICY

SECTION

E-1	POW Advisory Committee	Deleted	04/22/05
-----	------------------------	----------------	----------

TITLE	CALIFORNIA VETERANS BOARD GENERAL POLICY
SECTION:	A-1
ADOPTED:	10/26/73
REVISED:	6/10/03
REVIEWED:	12/03/04
SUBJECT:	General Policy Statement, Board Policy Development and Authority

PURPOSE

To define and prescribe the role of the California Veterans Board in determining policies for the operations of the California Department of Veterans Affairs and provide legal references and authority for such.

POLICY

1. The California Veterans Board is mandated by Section 72 of the California Military and Veterans Code to determine policies for all operations of the Department.
2. Policy in this sense is defined as the general principles by which the Department is to be guided in its management of the state's veterans programs, including significant changes affecting all on-going programs, proposed programs and significant changes affecting short and long range planning, objectives and goals. It does not include becoming involved in the day-to-day operations of the Department.
3. The policy of the Board shall be to work in partnership with the Department to establish a positive and lasting working relationship in determining policies for the benefit of the veterans of the State of California.
4. The Department shall inform the Board, through the Chair, of all plans or program changes, which may impact or relate to policy matters.

Legal Reference:

1. California Military and Veterans Code sections; 69-71, 72-79, & section 84-86.
2. California Code of Regulations, Title 12, Division 2.
3. The California Court of Appeals, Definition of Policy-Making. "To make policy" is to establish the" general principles by which government is guided in its management of public affairs..." (Black's Law Dict., [5th ed. 1979], p.1041, col. 2.). More specifically, policymaking involves the creation of "guidelines, goals, objectives, systems, codes, customs, plan of action, course of action, methodology, platform, approach, tenets, creed, beliefs, direction, scheme, habit, tactic, style, management, design, strategy, line, polity, proposal protocols." (West's Legal-Thesaurus/Dict., [1985]. Source: State Board of Education v. Honig, (1993) 13 Cal App. 4th 720; 765

[\(back to index\)](#)

TITLE	CALIFORNIA VETERANS BOARD GENERAL POLICY
SECTION:	A-2
ADOPTED:	1/20/84
REVISED:	5/29/98, 12/3/04
REVIEWED:	
SUBJECT:	Budgetary Matters

PURPOSE

To define and prescribe the role of the Board in budgetary matters.

POLICY

1. Departmental Budget

The budget is the operational tool for the Department of Veterans Affairs. Therefore, the Department shall keep the Board informed of budgetary policies and trends and the Board may make recommendations or suggestions to the Department for changes to be included in the Department's proposed budgets.

2. Board Budget

The Executive Officer shall prepare, at the direction of the Board, an annual proposed budget for the Board. The Proposed budget for the Board shall be reviewed and revised by the Board as necessary. The Executive Officer shall prepare any necessary Budget Change Proposals (BCP) to be considered for inclusion in the department's proposed budget.

3. The Executive Officer shall be informed by the Department of legislative budget hearings as soon as the information is available to the Department, and the Executive Officer shall inform the Chair immediately thereafter by telephone, fax or electronic mail.

[\(back to index\)](#)

TITLE	CALIFORNIA VETERANS BOARD GENERAL POLICY
SECTION:	A-3
ADOPTED:	3/21/75
REVISED:	5/29/98
REVIEWED:	12/03/04
SUBJECT:	Board Meeting Publicity

PURPOSE

To assure veterans and other interested members of the public are informed in advance of the meetings of the Board, and to encourage attendance at meetings and input to Board decisions.

POLICY

1. The Executive Officer shall utilize all available resources to publicize fully the meetings and proceedings of the Board, including the use of the Department's public affairs office to prepare and disseminate press releases and similar notices to veterans' groups.
2. The Executive Officer shall also contact representatives of veterans' groups as appropriate in the regions in which the Board meetings are to be held to inform veterans of the meeting, to obtain ideas or opinions on matters which may be appropriate for consideration by the Board, and to encourage attendance at Board meetings.

[\(back to index\)](#)

TITLE	CALIFORNIA VETERANS BOARD GENERAL POLICY
SECTION:	A-4
ADOPTED:	2/8/80
REVISED:	5/29/98, 12/03/04, 04/20/05
REVIEWED:	
SUBJECT:	Appeals to the Board

PURPOSE:

To prescribe the procedures and rules for appeals by veterans to the Board pursuant to Section 86 of the Military and Veterans Code.

POLICY:

It shall be the policy of the Department of Veterans Affairs that appeals to the Board shall be governed by the following procedures and rules:

1. Appeals by veterans from decisions of a division of the California Department of Veterans Affairs (the Department) shall be filed in writing with the Board's Executive Officer (EO) at the Board's office in Sacramento, using the Notice of Appeal form prescribed by the Board. When a division of the Department denies or makes an adverse decision on a veteran's application for benefits, the division shall notify the veteran in writing of the denial or adverse decision, the reasons therefore, and of the right to appeal the decision to the California Veterans Board, and shall provide the veteran with a copy of the Notice of Appeal form. The filing of a Notice of Appeal shall not postpone or stay the decision being appealed.
2. Upon receipt of a Notice of Appeal, the EO shall assign and note thereon an appeal number consisting of the last two digits of the current calendar year, followed by a dash and a number indicating the order in which the appeal was received in the calendar year. (E.g., the first and subsequent appeals received in the calendar year 2005 would be numbered thusly: 05-01, 05-02, 05-03, and so on.) The EO shall note on the Notice of Appeal the date actually received and the date deemed received, and shall place the appeal on the Board's agenda for scheduling at the next regular meeting of the Board after actual receipt thereof.
3. At that meeting, the Board shall ascertain the type of review or hearing requested, shall determine how, when, and where the review or hearing will be conducted, and shall instruct the EO to give written notice of the time and place of such review or hearing to the veteran appellant, his or her attorney if any, and to the Department. Subject to State Government budgetary constraints and travel restrictions, the Board shall make all reasonable efforts to schedule such review or hearing and to render its decision thereon within the times and at the places prescribed by Military and Veterans Code §86(a). Ordinarily, the Board will conduct the reviews or hearings itself, but reserves the option to delegate the holding of hearings from time to time as permitted by law.
4. The veteran shall choose whether to have the appeal considered by a **Review of the Record**, or at an **Informal Hearing** or a **Formal Hearing**. A **Review of the Record** shall be conducted without an appearance by the veteran or the Department, and shall consist of a review of the Notice of Appeal and all supporting documents filed by the veteran and a review of the Department's files and records on the matter.

An **Informal Hearing** shall consist of appearances by the veteran appellant, his or her attorney if any, and an attorney or representative for the Department if the Department so desires, and informal discussions or presentations without the observance of strict rules of evidence or procedure. A **Formal Hearing** shall be recorded electronically, with testimony taken under oath or affirmation, the burden of going forward shall be on the veteran appellant, the appellant and the Department shall have the right to make opening and closing statements, to call and examine witnesses, to introduce exhibits, to cross-examine opposing witnesses, and to rebut adverse evidence. The rules of evidence and procedure for conducting administrative hearings in this State shall be followed.

5. Where the holding of a hearing is delegated, the hearing officer shall give notice of the time and place of the hearing to the parties, shall conduct the hearing, and shall prepare a Proposed Decision, setting forth findings of fact, conclusions of law, and reasons, for submittal to the parties and the Board. The Board will place the Proposed Decision on the agenda for its next regular meeting after submittal, and may adopt, modify, or reject the Proposed Decision.
6. Hearings not delegated will be conducted during a regular or special open meeting of the Board under the Bagley-Keene Open Meeting Act unless the veteran requests a closed hearing in writing and provides the Board with sufficient reasons and citations of legal authority for a closed hearing.
7. When the Board conducts a review or hearing itself, it may seek the advice of its own counsel in Reviews of the Record, or may have its own counsel preside at Informal and Formal Hearings with at least a quorum of Board members present. In presiding, counsel shall maintain order, swear witnesses, rule on evidentiary and procedural matters, and advise the Board on matters of law and procedure, but shall not vote on the decision. All decisions shall be determined by a majority vote of at least a quorum of Board members. After a decision is made, the Board may assign the writing of the decision, with or without explanations or reasons, to the EO, a Board member, or to counsel, and after approval by the Board a copy of the decision shall be mailed to each party. The Board's decision shall be final, except for judicial review.

Military and Veterans Code § 86

[\(back to index\)](#)

TITLE	CALIFORNIA VETERANS BOARD GENERAL POLICY
SECTION:	A-5
ADOPTED:	9/17/82
REVISED:	12/7/02, 12/3/04
REVIEWED:	
SUBJECT:	Report on Pending Litigation and Legislation

PURPOSE

To keep the Board apprised of the litigation involving the Department of Veterans Affairs or the Board, and to review pending veterans' legislation and adopt official Board positions on legislation, as appropriate.

POLICY

It shall be the policy of the Department of Veterans Affairs that:

1. That the Department notifies the Board of significant litigation involving the Department.
2. It shall also be the policy of the Board to establish, through a majority vote of the Board, official Board positions on pending state and federal legislation affecting veterans, as the Board deems appropriate. Board positions shall be independent determination of the Board, but whenever possible they shall be supportive, of and consistent with, the Governor's policy objectives.
3. The Secretary of the Department shall insure that the Board is provided information on significant litigation to which the Department or Board is a party.
4. The Board Chairman shall appoint a Legislative Committee, whose role shall be to review pending state and federal legislation affecting veterans and to make position recommendations to the Board, as appropriate.

[\(back to index\)](#)

TITLE	CALIFORNIA VETERANS BOARD GENERAL POLICY
SECTION:	A-6
ADOPTED:	7/27/84
REVISED:	5/20/94, 12/03/04
REVIEWED:	5/29/98
SUBJECT:	Board Meeting Agenda Items

PURPOSE

To establish general guidelines regarding the submission of items for monthly Board meeting agendas.

POLICY

1. All agenda items from the department divisions shall be submitted to the Executive Officer in outline form 13 working days prior to the meeting date to allow sufficient mail-out time of the Meeting Notice.
2. All supporting data for items shall be submitted to the Executive Officer five days before the meeting is held in order to have data available to the Board during its meeting.

[\(back to index\)](#)

TITLE	CALIFORNIA VETERANS BOARD GENERAL POLICY
SECTION:	A-7
ADOPTED:	4/11/80
REVISED:	7/15/00, 04/22/05
REVIEWED:	
SUBJECT:	Contracts by the Department

PURPOSE

To ensure by timely review that all Requests for Proposal (RFPs) and Invitations for Bid (IFBs) entered into by the Department meet with, and are not in conflict with, any policy of the Department of Veterans Affairs as promulgated by the Board; to provide for compliance with the legislative purpose and intent of Section 84, Military and Veterans Code; and lastly, to guarantee that any potential obligation of the Department furthers the welfare of veterans.

POLICY

It shall be the policy of the Department of Veterans Affairs that:

1. The Secretary shall present to the Board for its prior review and consideration all RFPs and IFBs where the anticipated contract amount is **in excess of \$250,000**.
2. All pertinent materials shall be submitted by the Secretary to the Executive Officer in sufficient time to enable the Board's review in accordance with Cal-Vet Board Policy A-6.
3. In order to expedite the process of reviewing contracts, a Contract Review Committee is formed to evaluate prepared IFBs and RFPs. The Committee will recommend their approval or disapproval of the contract to the full Board. The Committee shall consist of two Board members, designated by the Chairman.
4. The Contract Officer will send each member of the Committee and Executive Officer a copy of the prepared IFB or RFP thirty days prior to it being advertised in the California State Contract Register and released to potential bidders.

[\(back to index\)](#)

TITLE	CALIFORNIA VETERANS BOARD GENERAL POLICY
SECTION:	A-8
ADOPTED:	5/29/98
REVISED:	
REVIEWED:	12/03/04
SUBJECT:	Board Travel

PURPOSE

To establish policies regarding Board travel.

POLICY

Board members establish the following policies for travel. Activities, which constitute Board business, are

1. Regularly scheduled monthly meetings;
2. Special meetings in accordance with Section 69, Military and Veterans Code,
3. Attendance at chartered veteran organization functions, when approved by the chair, in advance, e.g., conventions, state executive meetings, Commanders Council meetings, etc.
4. Attendance at other veteran-related activities as approved by the chair, in advance, e.g., Board committee meetings and functions when a member has been invited as a guest.
5. All activities shall be approved by the chair, in advance, the chairman will determine the number of members participating in any given activity and the duration of the stay.

[\(back to index\)](#)

TITLE	CALIFORNIA VETERANS BOARD GENERAL POLICY
SECTION:	A-9
ADOPTED:	8/28/98
REVISED:	12/03/04
REVIEWED:	
SUBJECT:	Committees

PURPOSE

To assure the Board functions effectively and efficiently, and maintains oversight of Department activities. Also, to assure that audit matters are reported to the Board.

POLICY

1. The Board shall operate with committees whose primary responsibility is to maintain visibility of Department policies and programs.
2. The Board will have an audit committee whose responsibilities include final approval/review of all internal and external audits of Department programs and/or operations.

Military and Veterans Code § 73

[\(back to index\)](#)

TITLE	CALIFORNIA VETERANS BOARD GENERAL POLICY
SECTION:	A-10
ADOPTED:	4/15/00
REVISED:	12/03/04
REVIEWED:	
SUBJECT:	Unauthorized Public Comments by Board Members

PURPOSE

To ensure that comments of an individual Board member, who is not authorized to speak publicly for the Board, are not erroneously interpreted by an uninformed reader as official comments of the Board made after due consideration of all the facts and law.

POLICY

1. The Legislature enacted California Military and Veterans Code Section 72 and entrusted to the Board the determination of policies for all the operations of the Department of Veterans Affairs. The Board, in its declaration of General Policy including the General Policy Statement at Section A-1 adopted October 26, 1973, and revised May 29, 1998, states that policy “is defined as the general principles by which the Department is to be guided in its management of the state’s veterans programs . . . it does not include becoming involved in the day-to-day operations of the Department.”
2. The policy of the Board shall be that if there is no vote or resolution made by the Board authorizing official comments, the Board will disavow, renounce and repudiate unsupported and unauthorized comments, which are or could be erroneously interpreted as official Board comments.

Military and Veterans Code § 72

[\(back to index\)](#)

TITLE	CALIFORNIA VETERANS BOARD GENERAL POLICY
SECTION:	A-11
ADOPTED:	5/12/00
REVISED:	5/9/03
REVIEWED:	12/03/04
SUBJECT:	Board Quorum and Voting Majority

PURPOSE

To define what constitutes a quorum at a meeting of the California Veterans Board and what constitutes a voting majority on any matter and adopt, as official Board policy, state regulation Title 12, Chapter 6, §700.

POLICY

1. Section 65 (amended 2000) of the Military and Veterans Code states “the California Veterans Board shall consist of seven members who shall be appointed by the Governor subject to the confirmation of the Senate.”
2. A quorum would consist of four Board members, a simple majority of the seven.

Quorum

To constitute a quorum at a meeting of the California Veterans Board, a minimum of four members shall be present.

Voting Majority

To constitute a voting majority on any issue, a minimum of three “aye” votes shall be cast in favor of the measure and the “aye” votes shall exceed the “nay” votes by a minimum of one vote. A voting majority would constitute a majority of those casting a ballot on the issue with the majority composing not less than three votes. That would mean that a vote could be three-to-zero, three-to-one, or three-to-two, depending on the number present, but a majority could never consist of two votes or less.

Title 12, Chapter 6, §700, was adopted April 1, 1999, as a departmental regulation.

[\(back to index\)](#)

TITLE	CALIFORNIA VETERANS BOARD GENERAL POLICY
SECTION:	A-12
ADOPTED:	7/18/03
REVISED:	9/19/03, 12/03/04
REVIEWED:	
SUBJECT:	Special Counsel to the California Veterans Board

PURPOSE

This policy is to ensure that appeals heard by the California Veterans Board are conducted without the appearance or perception of bias or partiality. The appeals that the Board is responsible for adjudicating are a result of a denial by one of the Divisions of the CDVA. Legal counsel from the same agency may be perceived or appear to be a conflict of interest. (California State Code and Regulation Title 12, Chapter 6, §700. Military and Veterans Code Section 86).

POLICY

It shall be the policy of the Department of Veterans Affairs that:

1. Hearings on appeals to the California Veterans Board shall be conducted by Special Counsel to the Board that is not a member of the California Department of Veterans Affairs. The Special Counsel must be familiar with the laws of the State of California and the Military and Veterans Code. The Special Counsel may be an employee of the State of California, a retired annuitant, or as otherwise authorized by law.
2. The Special Counsel may be asked to provide advice and assistance to the Board in the development or revision of policies and in other matters pertinent to the Board's activities.
3. The Special Counsel shall be an active member of the State Bar of California, duly licensed to practice in all courts of the State of California, and shall have a minimum of five (5) years' experience on the practice of law.
4. The Chairman of the Board, in agreement with the members of the Board, will be the supervisor of the Special Counsel and will approve the hours or work required to support the Board. In the event the legal services of the Special Counsel is by contract, the Executive Officer of the Board will be the contract manager.

NOTE:**Legal Reference:**

1. Letter Department of Justice/Attorney General, Paul Dobson, dated October 29, 2002
2. California Military and Veterans Code sections; 69-71, 72-79, & section 84-86.
3. California Code of Regulations, Title 12, Division 2.
4. The California Court of Appeals, Definition of Policy-Making. "To make policy" is to establish the" general principles by which government is guided in its management of public affairs..."(Black's Law Dict., [5th ed. 1979], p.1041, col. 2.). More specifically, policymaking involves the creation of "guidelines, goals, objectives, systems, codes, customs, plan of action, course of action, methodology, platform, approach, tenets, creed, beliefs, direction, scheme, habit, tactic, style, management, design, strategy, line, polity, proposal protocols." (West's Legal-Thesaurus/Dict., [1985]. Source: State Board of Education v. Honig, (1993) 13 Cal App. 4th 720; 765

[\(back to index\)](#)

TITLE	CALIFORNIA VETERANS BOARD FARM AND HOME PURCHASES DIVISION POLICY
SECTION:	B-2
ADOPTED:	5/14/82
REVISED:	12/7/02
REVIEWED:	12/03/04
SUBJECT:	Property Substitution

PURPOSE

The Department may, in specific cases, allow the veteran to substitute another property under the same terms and conditions as contained in the original application when such substitution is necessary to avoid a loss of Cal-Vet loan entitlement.

POLICY

It shall be the policy of the Department of Veterans Affairs that:

An applicant may be allowed to substitute another property under the same terms and conditions as contained in the original application provided the request meets the following conditions:

1. The applicant clearly intended to purchase the original property.
2. The specific case is one where circumstances, which preclude the closing on the original property, are clearly beyond the applicant's control
3. The applicant has exercised due diligence to remedy the situation.
4. There is no alternative to the property substitution.
5. The applicant submits the new property selection within 90 calendar days of the approval for property substitution.

When these conditions are met the original application will be reopened and processed based on the original application date as if the property substitution had not been necessary.

[\(back to index\)](#)

TITLE	CALIFORNIA VETERANS BOARD FARM AND HOME PURCHASES DIVISION POLICY
SECTION:	B-6
ADOPTED:	8/28/98
REVISED:	12/7/02
REVIEWED:	12/03/04
SUBJECT:	Farm and Home Program Business Plan and Reports

PURPOSE

To ensure that the Board has a clear understanding of the financial status plans and performance of the Farm and Home Purchases Division loan program.

POLICY

It shall be the policy of the Department of Veterans Affairs that:

1. The Department shall prepare an annual Business Plan for the Farm and Home Purchases Division loan program, including business strategy, staffing, and expected financial performance. The Business Plan and associated reports shall be submitted to the Board by October 1 of each year. Any changes to the plan will be reported to the Board.
2. The Department provides periodic reports to the Board on the financial performance of the Farm and Home Purchases Division loan program.
3. Any reports, official statements, formal management letters or other documents that describe the operations and/or financial status of the Farm and Home Purchases Division loan program that are made available to the Legislature, bond holder and/or the public are provided to the Board.

[\(back to index\)](#)

TITLE	CALIFORNIA VETERANS BOARD FARM AND HOME PURCHASES DIVISION POLICY
SECTION:	B-9 with attachments
ADOPTED:	9/19/03
REVISED:	12/09/02, 12/3/04
REVIEWED:	
SUBJECT:	Interest Rates

PURPOSE

To allow the Department of Veterans Affairs to establish and change CalVet loan interest rates to reflect changes in the housing market. The California Veterans Board recognizes the immediate benefit of CalVet loans to all veterans and the need to provide the Department of Veterans Affairs with a policy regarding interest rate changes for new CalVet loans reflecting changes in the housing market. In order to implement sound business practices, the Department will be allowed to make interest rate changes to CalVet loans in accordance with this policy. It is the Board's intent to provide reasonable working guidelines for the Department to follow and to monitor rate changes in conformance with this policy. This policy will provide a fair and consistent benefit to veterans, support a financially sound Farm and Home loan fund, and provide benefits to a maximum number of veterans. This policy is intended to cover loans with contract dates prior to 1/1/1999, which are required by law to be at a uniform interest rate, loans with contract dates on or after 1/1/1999, and non-veteran loans including loans assigned to non-veteran spouses and loans provided on repossessed properties (REO).

POLICY

Contracts issued prior to January 1, 1999: The Military & Veterans Code specifies that this group of loans carry a uniform interest rate. These loans were funded at 8.0% prior to April 1, 1998 at which time they were reduced to 6.95% with new loans funded at that rate through December 31, 1998. It is the policy of the Board that these contracts will remain at 6.95%, except the interest rate on mobile homes in mobile home parks shall be 1% higher (7.95%) as provided for in the M&VC, and that these rates will be reduced only if analysis by the Department and confirmed by the Department's quantitative consultant determines that to do so will not diminish the Department's ability to issue new contracts at interest rates that are competitive in the housing market at the time. Within this group of contracts the following policies shall apply:

- a. Contracts assigned to non-veteran spouses pursuant to divorce proceedings shall have the rate increased by .5% (1/2%) to 7.45% (8.45% for Mobile Homes in parks) except in those cases where the M&V Code [987.02(a)] authorizes the non-veteran to retain the veteran interest rate.
- b. Contracts issued to non-veterans for the purchase of repossessed CDVA properties shall remain at the rate negotiated at the time of sale of the property unless the Department determines that it is in its best interest to adjust the rate in order to retain the contract. In such cases the rate will not be reduced to a rate that is less than the non-veteran rates specified above.

NOTE: As of the date of this policy four (4) contracts issued under the Farm & Home Purchase Act of 1943 remain active and shall remain at their current interest rate until they are paid in full.

Contracts issued on or after 1/1/1999: Subsequent to 1/1/1999 interest rates on new contracts are set pursuant to Board Resolution dated June 1, 2000, modified May 18, 2001, and further modified December 3, 2004. Notices of rate changes pursuant to the methodology made by the Ad Hoc Committee for Interest Rates and signed by the Department Secretary will be added to this policy. It is the policy of the board that these contracts will remain at their original rate subject to the following:

- a. Contracts assigned to non-veteran spouses pursuant to divorce proceedings shall have the rate increased by .5% (1/2%) except in those cases where the M&V Code [987.02(a)] authorizes the non-veteran to retain the veteran interest rate.
- b. Contracts issued on repossessed properties shall bear rates as negotiated by the Department at the time of sale of the property and may be at conventional marketplace rates for similar sales.

Attachments

1. Board Resolution and Finding dated December 3, 2004
2. Methodology for Establishing Interest Rates on Contracts of Purchase funded on or after December 3, 2004

CALIFORNIA VETERANS BOARD RESOLUTION AND FINDING

INTEREST RATES ON CALVET LOANS

WHEREAS, under provisions of the Veterans Farm and Home Purchase Act of 1974, as amended by Chapter 362, Statutes of 1998, the California Department of Veterans Affairs (the “CDVA”) is required to report to the California Veterans Board (the “Board”) and the Veterans’ Finance Committee of 1943 (the “Committee”) regarding the recommended rate of interest payable upon the amount remaining unpaid under any veteran’s contract of purchase executed on or after January 1, 1999;

WHEREAS, the CDVA, from time to time, shall establish and may modify, subject to the approval of the Board and the Committee, the actual rates to be paid, which may be fixed interest rates or variable interest rates, or the methodology and timing for determining or modifying the actual interest rates to be paid, which methodology may produce fixed interest rates or variable interest rates on Veterans’ contracts of purchase executed on or after January 1, 1999;

WHEREAS, the approved interest rates need not be uniform for all of the veteran’s contract of purchase;

WHEREAS, the CDVA has considered the restructuring of its outstanding indebtedness and resultant debt service requirements, the actual cost revenue and general obligation bond sales and administrative costs of the CDVA, in light of the current value of money and the covenants made to owners of CDVA’s revenue and general obligation bonds, in determining the guidelines and methodology to be used to establish interest rates to be charged on veterans’ contracts of purchase;

WHEREAS, on June 1, 2000 the Board approved the guidelines and methodology to be used by the Department to from time to time establish one or more rates of interest to be paid by veterans for newly financed contracts of purchase under the Veterans Farm and Home Purchase Act of 1974, and modified such guidelines and methodology with respect to contracts of purchase to be funded on and after June 1, 2001 funded from the Department’s Unrestricted Program;

WHEREAS, the Department would like to modify such guidelines and methodology with respect to contracts of purchase to be funded on and after December 3, 2004 to establish the ceiling interest rates for such contracts of purchase as the then current FHLMC conventional mortgage rate, provided that at the time such interest rate is established such contract interest rates produce, together with the interest rates on all contracts previously funded or to be funded from the same issue of bonds, a blended contract interest rate no less than 50 basis points above the aggregate yield on the all outstanding bonds, and to provide greater flexibility to allow for gradual increases in the rate;

WHEREAS, the establishment or modification of contract of purchase interest rates or the guidelines and methodology and timing for determining the rates requires the approval of the California Veterans Board;

WHEREAS, the CDVA has determined that the interest rates on veterans' contracts of purchase under the Farm and Home Purchase Act of 1974 funded prior to December 3, 2004 shall remain at the existing rates;

NOW THEREFORE, IT IS RESOLVED that the Board hereby (1) approves the guidelines and methodology previously approved and modified as described above, as the guidelines and methodology to be used by the CDVA in determining the interest rates on veterans' contracts of purchase funded on or after December 3, 2004; and (2) determines that the interest rates on veterans' contracts of purchase under the Veterans Farm and Home Purchase Act of 1974 funded prior to December 3, 2004 shall remain at the existing rates.

The Executive Officer of the California Veterans Board is directed to attest this Resolution, provide copies thereof to the CDVA and the Committee, and to place a copy thereof in the Veterans Board Policy Book.

ADOPTED: December 3, 2004

ATTESTED

Executive Officer

Methodology for Establishing Unrestricted Program Interest Rates on Contracts of Purchase Funded On or after December 3, 2004

The Department may establish, without prior approval of the Board and the Veterans Finance Committee of 1943, one or more interest rates from time to time for new contracts of purchase, including contracts funded through the Unrestricted Program, provided as of the date on which each such interest rate is established if the following requirements are satisfied:

CEILING

- A. Such interest rate is not greater than the then-current conventional mortgage rate. For such purpose, the “current conventional mortgage rate” shall mean the most recently published Federal Home Loan Mortgage Corporation (FHLMC) conventional mortgages rates;

FLOOR

- B. In the event of a decrease in the rate, such interest rate is expected to produce, together with all outstanding contracts of purchase previously funded or to be funded, a blended interest rate at least 50 basis points above the aggregate yield on the bonds used to fund such contracts. In the event of an increase in the rate, if the current rate is greater than 50 basis points below the yield, the rate may be increased in any incremental amount.

Any change in the interest rate resulting in rates falling outside these parameters for either the CEILING or FLOOR must be submitted to the Board for approval at their next scheduled meeting and are effective immediately following such approval.

[\(back to index\)](#)

TITLE	CALIFORNIA VETERANS BOARD FARM AND HOME PURCHASES DIVISION POLICY
SECTION:	B-10
ADOPTED:	2/25/05
REVISED:	
REVIEWED:	
SUBJECT:	Unrestricted Funds

PURPOSE

To further the goal of the Department of Veterans Affairs and the Division of Farm and Home Purchases to provide access to the Cal-Vet Loan Program to the largest number of veterans by establishing the policy for expanded use of “Unrestricted Funds.”

POLICY

It shall be the policy of the Department of Veterans Affairs:

1. That the lendable funds designated as “Unrestricted Funds” shall be made available to all veterans who meet the definition of “veteran” under Section 980 of the Military and Veterans Code, provided, however, that the designation or identification of such funds as being “unrestricted” by the federal tax laws shall be subject to the approval or concurrence of bond counsel.

The Division of Farm and Home Purchases shall establish procedures for implementing this policy in keeping with the stated goal and in accordance with applicable provisions of federal and state law.

[\(back to index\)](#)

TITLE	CALIFORNIA VETERANS BOARD VETERANS HOMES POLICY
SECTION:	C-2
ADOPTED:	9/21/73
REVISED:	5/29/98
REVIEWED:	12/03/04
SUBJECT:	Disqualifying Conditions

PURPOSE

To delineate areas of care and diagnoses for which the veteran's homes are not designed.

POLICY

It shall be the policy of the department of Veterans Affairs that:

1. The Veterans Home Admissions Committee will be composed of veterans home health professionals who will review applications and, as needed, obtain further screening information to more adequately assess applicants. After full evaluation of the applicant, the decision of the Admissions Committee will be binding.
2. The veteran's homes will not admit:
 - a. Applicants whose needs exceed the medical, psychological, substance abuse or rehabilitation capabilities of the professional staff.
 - b. Applicants whose day-to-day care required for their well being is not offered at the Home.
 - c. Applicants who have an active psychiatric disease or personality disorder which would preclude them from adapting to a communal environment.
 - d. Applicants who have a history of non-compliance with medical, psychological or substance abuse treatment plans.
 - e. Applicants with active infectious diseases that would in any way jeopardize other patients or staff.
 - f. Applicants with dementia or other confused states that require a secure environment or other special care.
 - g. Applicants who have a criminal history that would in any way possibly endanger the veterans Home community.
 - h. A denial of admission may be appealed to the veterans home Appeals Board.

[\(back to index\)](#)

TITLE	CALIFORNIA VETERANS BOARD VETERANS HOMES POLICY
SECTION:	C-3
ADOPTED:	11/15/68
REVISED:	5/29/98
REVIEWED:	12/03/04
SUBJECT:	Substance Abuse Problems

PURPOSE

To provide programs to combat substance abuse among members.

POLICY

It shall be the policy of the Department of Veterans Affairs that:

1. The Veterans Homes of California shall continue to have an effective and intelligent program to combat the substance abuse problems among its members.
2. Substance abuse alone shall not be used as a basis for discharge from the Home. However, refusal to participate in the substance abuse program on the part of a substance abuser can be grounds for discharge.
3. The Veterans Homes of Southern California shall take such steps as necessary, including but not limited to, the provision of a 12-step substance abuse program for their members.

[\(back to index\)](#)

TITLE	CALIFORNIA VETERANS BOARD VETERANS HOMES POLICY
SECTION:	C-4
ADOPTED:	11/15/68
REVISED:	5/29/98, 12-03-04
REVIEWED:	
SUBJECT:	Good Order and Discipline at Veterans Homes

PURPOSE:

To establish the policy for maintaining good order and discipline at the Veterans Homes of California

POLICY

It shall be the policy of the Department of Veterans Affairs:

1. That the Veterans Homes of California shall establish procedures for maintaining good order at the Homes and corrective actions for members of the Homes.
2. At a minimum, such procedures shall:
 - a. Address the consequences of a member's failure to pay required fees and charges and failure to comply with medical and program treatment plans.
 - b. Provide for appropriate corrective action for individuals, groups, or events that disturb the peace and tranquility of the Homes or threaten member's health or safety.
 - c. Address the spreading of false and malicious gossip or deliberately misleading or inflammatory statements, either verbally or in writing.
 - d. Assure that all members are informed of the procedures and of their right redress (appeal) to the Administrator and then to the California Veterans Board.
3. Such procedures shall be submitted for staff and legal review prior to publication and from time to time to assure compliance with the United States and California Constitutions, applicable federal and state laws and regulations, and good administrative or management practices.

[\(back to index\)](#)

TITLE	CALIFORNIA VETERANS BOARD VETERANS HOMES POLICY
SECTION:	C-5
ADOPTED:	1/28/55
REVISED:	5/29/98
REVIEWED:	12/03/04
SUBJECT:	Medical Staff on Duty

PURPOSE

To ensure proper medical care at the Veterans Homes of California.

POLICY

It shall be the policy of the Department of Veterans Affairs that:

1. Appropriate medical staff will be on duty and/or available to the Veterans Homes at all times in accordance with accreditations and licensing requirements for the programs, services and levels of care available at each facility.

[\(back to index\)](#)

TITLE	CALIFORNIA VETERANS BOARD VETERANS HOMES POLICY
SECTION:	C-6
ADOPTED:	2/25/83
REVISED:	9/13/04, 12/03/04
REVIEWED:	
SUBJECT:	Morale, Welfare and Recreation Funds

PURPOSE

To ensure that the Morale, Welfare and Recreation Fund books and accounts are appropriately and fairly reviewed and monitored on an annual basis. § 1047, 1048

POLICY

It shall be the policy of the Department of Veterans Affairs that:

1. The Morale, Welfare and Recreation (MWR) Funds shall be audited, reviewed or surveyed on an annual basis. All audits, special reviews or surveys shall comply with applicable standards issued by the American Institute of Certified Public Accountants.
2. All MWR Fund final reports shall be submitted to the Cal-Vet Board via the Department of Veterans Affairs within 60 days of the final reporting date. Any follow-up reports verifying the resolution and correction of the findings and recommendations shall be submitted to the Cal-Vet Board within 60 days of issuance.
3. The Cal-Vet Board shall review all MWR Fund reports and monitor the resolution and correction of any findings and recommendations.
4. The Department of Veterans Affairs, Internal Audits Division, shall perform all audits, reviews or special surveys. An auditor external to the Department of Veterans Affairs may perform audits or reviews but the cost of such audit or review shall be the responsibility of the entity or person requesting the audit or review.
5. The Department will develop an annual Morale, Welfare and Recreation Fund budget, financial plan and financial performances report for Board review and approval.

Military and Veterans Code § 1048

[\(back to index\)](#)

TITLE	CALIFORNIA VETERANS BOARD VETERANS HOMES POLICY
SECTION:	C-6.1
ADOPTED:	08/08/2005
REVISED:	09/29/05
REVIEWED:	
SUBJECT:	MWRF, Estates of Deceased Members – Cost Recovery

PURPOSE

To determine the policy for recovering the costs of the Department in handling and processing estates of deceased members.

POLICY

It shall be the policy of the Department of Veterans Affairs that the Department should be reimbursed, in part or in full, for legal fees and expenses it incurs when attempting to recover funds from a deceased veteran's property or estate:

1. For those estates, which by law are required to be paid into the Morale, Welfare and Recreation Funds (MWRF), the formula for such reimbursement shall be the lesser of the actual costs or 10% of the gross amount of the estate. The net proceeds from each estate shall be paid into the MWRF.
2. For all other estates, the actual general fund costs for handling and processing each estate shall be calculated and reimbursed to the Department.
3. The Department shall develop detailed procedures for its fees. Its fees shall not be paid from any funds donated to Moral, Welfare, and Recreation Funds by other sources.

Military and Veterans Code: 1035 et seq.

[\(back to index\)](#)

TITLE	CALIFORNIA VETERANS BOARD VETERANS HOMES POLICY
SECTION:	C-7
ADOPTED:	09/21/73
REVISED:	12/06/02
REVIEWED:	02/07/03
SUBJECT:	Land Use

PURPOSE

Any and all plans and/or proposals for utilization of land and/or facilities shall be approved and coordinated with the California Veterans Board prior to any action and authority for final disposition.

POLICY

1. Any and all plans and proposals for utilization of land and or facilities shall be approved and coordinated with the California Veterans Board prior to any action and authority for final disposition.

POLICY tabled 2/7/03

1. *All plans and proposals for utilization of land or facilities shall be presented to the California Veterans Board prior to final action. (Subject to review by Boards legal counsel)*

[\(back to index\)](#)

TITLE	CALIFORNIA VETERANS BOARD VETERANS HOMES POLICY
SECTION:	C-8
ADOPTED:	11/15/68
REVISED:	5/29/98
REVIEWED:	12/03/04
SUBJECT:	Burial Procedure

PURPOSE

To clarify burial procedures for Home members.

POLICY

It shall be the policy of the Department of Veterans Affairs that:

1. Burial shall be performed in accordance with the wishes of the deceased or the immediate family, and in the absence of instructions, proper burials will be carried out in keeping with the dignity and honor of the veteran. The Home administrators or designee shall be responsible for carrying out this policy.

[\(back to index\)](#)

TITLE	CALIFORNIA VETERANS BOARD VETERANS HOMES POLICY
SECTION:	C-9
ADOPTED:	11/19/82
REVISED:	11/18/94
REVIEWED:	12/03/04
SUBJECT:	Perpetual Care and Maintenance of the Memorial Cemetery at the Veterans Home of California, at Yountville

PURPOSE:

To provide perpetually maintained memorial cemetery to honor our war heroes and deceased veterans.

POLICY:

It shall be the policy of the Department of Veterans Affairs that:

1. The Administrator of the Veterans Home at Yountville shall be directly responsible to the Secretary of the Department of Veterans Affairs for assuring that the memorial cemetery is perpetually maintained. All graves of members of the United States Armed Forces will be properly marked and identified in conformity, as nearly as possible, with the Rules and Regulations of the United States Veterans Administration for national cemeteries and memorials.
2. The cemetery area will be free from weeds and rubbish, and kept in good repair, free from defacement, and any unlawful markings on headstones and markers.
3. The Administrator may solicit and accept labor, gifts, devices, or bequests from legitimate Sources made for the purpose of beautifying this memorial cemetery, or are determined to be beneficial to it.

[\(back to index\)](#)

TITLE	CALIFORNIA VETERANS BOARD VETERANS HOMES POLICY
SECTION:	C-10
ADOPTED:	12/15/95
REVISED:	9/24/04
REVIEWED:	
SUBJECT:	Admission of Veterans and Veterans' Spouses

PURPOSE

To establish the policy for admission of veterans and their spouses to the Veterans Homes of California and their status in the Homes.

POLICY

It shall be the policy of the Department of Veterans Affairs that:

1. Veterans and non-veteran spouses shall be admitted to the Veterans Homes of California consistent with the provisions of Section 1012 of the California Military and Veterans Code; and
2. Once determined to be eligible for admission and admitted to the Veterans Homes under those provisions, nonveteran spouses, including those who are admitted to joint residency with their veteran spouses and who elect to remain in residence after the death of the veteran spouses, acquire and are entitled to the same rights, privileges, and status as any other member or resident of the Veterans Homes, and shall not be singled out for disparate treatment of any kind because of their being nonveteran spouses, including but not limited to the imposition of different criteria for assignment to private or single rooms or for any other right or privilege afforded to veteran residents; and
3. Non-veteran spouse residents shall not be regarded or treated in any way as "second-class" residents."

Attachment

Adopted Resolution

Military and Veterans Code § 1012

**RESOLUTION OF CALIFORNIA VETERANS BOARD
ON NONVETERAN SPOUSE RESIDENTS
OF VETERANS HOMES OF CALIFORNIA**

WHEREAS, the California Veterans Board is authorized, empowered, and required by Section 72 of the California Military and Veterans Code (the Code) to determine policies for all operations of the California Department of Veterans Affairs; and

WHEREAS, Section C-10 of the California Veterans Board Policy Book provides for the admission of veterans' spouses to the Veterans Homes of California consistent with the provisions of Section 1012 of the Code; and

WHEREAS, the Veterans Homes formerly determined eligibility of a resident for assignment to a private or single room by seniority, using the resident's date of admission without regard for status; and

WHEREAS, without first fully briefing the Board as required by Section 84 of the Code, the former Interim Secretary of Veterans Affairs recently changed this practice to require that the eligibility of a nonveteran spouse who was admitted to joint residence with his or her veteran spouse for assignment to a private or single room would be determined by the date of the veteran spouse's death, rather than by the date of their joint admission; and

WHEREAS, the current Secretary of Veterans Affairs has approved this change in practice, with the exception that the change will apply only to newly admitted residents (presumable those admitted after February 6, 2004); and

WHEREAS, Section 1012 of the Code is the exclusive authority as to who may reside at the Veterans Homes, and expressly authorizes nonveteran spouses who meet the criteria set forth therein to reside at the Homes without further conditions or qualification; and

WHEREAS, federal statutory provisions expressly contemplate veteran-related family members residing at state veterans' homes; and

WHEREAS, the 14th Amendment of the Constitution of the United States guarantees equal protection of the laws to all persons;

**NOW, THEREFORE, IT IS HEREBY RESOLVED BY THE CALIFORNIA VETERANS BOARD
THAT:**

“It shall be policy of the California Department of Veterans Affairs:

“1. That veterans and nonveteran spouses shall be admitted to the Veterans Homes of California consistent with the provisions of Section 1012 of the California Military and Veterans Code; and

“2. That, one determined to be eligible for admission and admitted to the Veterans Homes under those provisions, nonveteran spouses, including those who are admitted to joint residency with their veteran spouses and who elect to remain in residence after the death of the veteran spouse, acquire and are entitled to the same rights, privileges, and status as any another member or resident of the Veterans Homes, and shall not be singled out for disparate treatment of any kind because of their being nonveteran spouses, including but not limited to the imposition of different criteria for assignment to private or single rooms or for any other right or privilege afforded to veteran residents; and

“3. That nonveteran spouse residents shall not be regarded or treated in any way as “second-class” residents.”

This resolution is adopted by the California Veterans Board at its regular meeting on September 24, 2004. The Executive Officer is directed to attest this resolution, to revise Section C-10 of the Board Policy Book as set forth above, and to provide copies of this resolution and the revised policy to the Secretary of Veterans Affairs.

September 24, 2004

George G. Sinopoli, Chairman
California Veterans Board

ATTESTED:
September 24, 2004

Sandra Muñoz
Executive Officer
California Veterans Board

[\(back to index\)](#)

Attachment

TITLE	CALIFORNIA VETERANS BOARD VETERANS HOMES POLICY
SECTION:	C-11
ADOPTED:	8/28/98
REVISED:	7/18/00
REVIEWED:	12/03/04
SUBJECT:	Inter-Facility Transfer Policy

PURPOSE

To permit members of the California Veterans Homes to transfer from one veterans home to another veterans home.

POLICY

The Department may permit a member in good standing of one California veteran's homes to transfer his or her residency from one home to another.

DEFINITIONS

"Home of origin" means the California veterans home from which a member in good standing seeks a transfer. "Home of destination" means the California veterans home to which a member in good standing seeks a transfer.

CONDITIONS

Upon receiving a written request for an inter-facility transfer submitted by or on behalf of a member, the administrators of the home of origin and the home of destination must concur that the following conditions have been satisfied. The administrators must jointly approve all transfers and be responsible for efficient and timely coordination between the facilities.

1. The member must complete a new veterans home application, including an updated medical certificate, and the member's medical condition must be appropriate for the care provided and available at the home of destination.
2. There must be a replacement waiting for admission to the specific level of care utilized by the member at the home of origin.
3. A vacancy must exist at the home of destination at the level of care required by the member.

4. The member requesting the inter-facility transfer must be in good standing and must not be in arrears with his or her financial obligations to the Department of Veterans Affairs, and must be free of any disciplinary sanctions at the home.
5. The member requesting the transfer must pay the costs of relocation and transportation and moving expenses from the home of origin to the home of destination.

EXCEPTIONS

1. Applicants who require close, constant medical care from a hospital or medical center might be more easily managed at the Chula Vista Veterans Home than at the other two veterans homes because of its close proximity to the San Diego USDVAMC and Sharp Medical Center. In those cases, the Chula Vista Veterans Home would require a statement from the Chief Medical Officer at the home of origin concurring with the inter-facility transfer and briefly identifying the medical needs of the veteran.
2. Many residents at the Barstow Veterans Home lived in the San Diego area and may still have family ties there. In cases where the veteran seeks a transfer from Barstow to Chula Vista, the Chula Vista Veterans Home would require a statement from the veteran's social worker at their home of origin describing the specific social needs of the veteran that can't be met there, as well as a letter from the Chief Medical Officer at the veteran's home of origin concurring with the transfer.
3. The home of destination will receive and approve applications based on current medical criteria and veteran eligibility from veterans who are currently residents at one of the other California veteran's homes. Exceptions will be made when one or more of the above-mentioned criteria are evident. All inter-facility transfers will require the written approval of the administrators from both the home of origin and the home of destination.

[\(back to index\)](#)

TITLE	CALIFORNIA VETERANS BOARD VETERANS SERVICES POLICY
SECTION:	D-1
ADOPTED:	01/1/75
REVISED:	
REVIEWED:	12/03/04
SUBJECT:	Revocation of Specific Powers of Attorney

PURPOSE

To allow the Division of Veterans Services to revoke specific powers of attorney in specific situations.

POLICY

It shall be the policy of the Department of Veterans Affairs that:

1. When the Division of Veterans Services has assisted a veteran or dependent and when all avenues of assistance have been exhausted and the claimant is still dissatisfied with the results, authority is granted to the Chief, Division of Veterans Services or his designee to revoke an existing power of attorney. Revocation of any specific power of attorney shall not be an arbitrary act and will be made in extreme cases after a complete investigation of all circumstances surrounding the case.

[\(back to index\)](#)

TITLE	CALIFORNIA VETERANS BOARD VETERANS SERVICES POLICY
SECTION:	D-2
ADOPTED:	08/11/01
REVISED:	
REVIEWED:	12/03/04
SUBJECT:	Services to be provided by the Veterans Services Division Not Covered By Law or Regulation

PURPOSE

To allow the Veterans Services Division to expand its services to veterans.

POLICY

It shall be the policy of the Department of Veterans Affairs that:

1. To allow the Veterans Services Division to provide the following services to veterans, not covered by law or regulation, as division resources permit.

- **Benefit Awareness Program**

The Veterans Services Divisions sends approximately 2,000 letters each month to veterans who have separated from the military and who list California as their home of residence on their DD214, informing them of state, federal and local benefits to which they are entitled.

- **Veterans License Plate Program**

Over 14,000 veterans plates from the Veterans Services Division Veterans License Plate Program are now on the road and over 100 different veterans and military organization logos are available. Proceeds of the sale of veteran's plates have resulted in over \$500,000 going directly to expand veteran's services throughout the state.

- **Homeless Veterans Programs**

A state advocate for homeless veterans was established in the FY2001-02 state budget as part of the Veterans Services Division to maximize federal, state and local funding for homeless veterans. This individual will act as a single point of contact for California homeless veterans with all federal, state and local agencies, as well as non-profit agencies, and as the single point of contact for California Stand Downs. This individual will also develop an integrated comprehensive network to address the needs of homeless veterans and network with other state and federal agencies for information about initiatives that are being undertaken by federal agencies that address homeless veterans issues.

- **Hepatitis C Outreach and Information Program**

The Veterans Services Division will conduct outreach through the state Department of Health Services for Hepatitis C, diabetes and prostate cancer as they relate to veterans who served during the Vietnam era; establish and maintain effective working relationships with federal, state and local agencies in the area of education and outreach; develop a marketing program to include, but not be limited to, designing marketing material and techniques, and attend public events as needed; act as liaison to the Department of Health Services, U.S. Department of Veterans Affairs, veterans services organization, community-based organizations, and veterans.

[\(back to index\)](#)